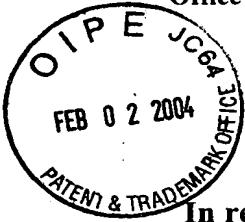


#22  
2/12/04

DOCKET NO.: USYS-0119/D245:33318  
Application No.: 09/164,807  
Office Action Dated: May 20, 2003

PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

In re Application of:  
William D. Castagna

Confirmation No.: 7100

FEB 05 2004

Application No.: 09/164,807

Group Art Unit: 2645

Technology Center 2600

Filing Date: October 1, 1998

Examiner: Gerald Gauthier

For: Method For Customizing Information For Interacting With A Voice Mail System

EXPRESS MAIL LABEL NO: EL 970383814 US  
DATE OF DEPOSIT: February 2, 2004

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated December 1, 2003, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below. A Request for Continued Examination (RCE) is being filed concurrently with the present response.

- ☐ Amendments to the Specification begin on page                      of this paper.
- ☐ Amendments to the Claims are reflected in the listing of the claims which begins on page of this paper.
- ☐ Amendments to the Drawings begin on page                      of this paper and include an attached replacement sheet.
- ☒ Remarks/Arguments begin on page 2 of this paper.